WELCOME ABOARD

Naval Medical Center
620 John Paul Jones Circle
Portsmouth, VA 23708-2197

To Our Newly Reporting Staff Members and Families:

Welcome to the Naval Medical Center Portsmouth, Virginia. You are reporting to the area at a great time. We recently moved into a brand new, state-of-the-art, 350,000 square foot hospital, the Charette Health Care Center allowing our health care providers to deliver care in the best possible environment.

Throughout the area there are over 400,000 people eligible for military health care. The region has seven of the country's largest military installations. The region is homeport to 68 percent of the 194 ships assigned to the Atlantic Fleet.

The area offers a wide variety of activities and attractions. Each year thousands of people flock here to enjoy the miles of shoreline extending along the Chesapeake Bay and the Atlantic Ocean. Besides soaking up the sun, visitors can tour a variety of museums and historic homes.

Whatever your concerns, we're here to make your transition into the area as smooth as possible. If you have not been assigned a sponsor, contact the Personnel Management Department as (757) 953-5624 or email sponsor@pnh10.med.navy.mil for assistance.

Welcome Aboard I look forward to serving with you.

WELCOME ABOARD/CHECKING IN

Welcome to the "First and Finest," the Navy's oldest continuously operating hospital. You are joining an organization some 4,300 strong dedicated to keeping the more than 420,000 active duty members, family members and retirees in Hampton Roads healthy.

The Hampton Roads area (including the cities of Norfolk, Virginia Beach, Portsmouth, Chesapeake, Suffolk, Hampton, and Newport News) boasts one of the largest military concentrations in the country---and not just the Navy. In addition to serving as homeport for nearly a fourth of our naval forces, Hampton Roads is home to the Army installations Fort Eustis, Fort Monroe, and Fort Story, as well as Langley Air Force Base. If you're coming from overseas duty or a smaller stateside duty station, you'll find Hampton Roads offers comprehensive military facilities and services for you and your families in addition to being one of the top recreation destinations in the country. This guide is designed to get you started during your first few weeks in the area---it should be a launching pad for your own exploration of this richly diverse community! You can also find a wealth of information on our website http://www-nmcp.med.navy.mil

WHAT IS HAMPTON ROADS?

"Hampton Roads" refers to the extreme southeastern portion of Virginia, and includes the following communities: Portsmouth, Norfolk, Virginia Beach, Chesapeake, Newport News, Hampton and Suffolk.

Hampton Roads is the name of the area of water where the James River meets the Chesapeake Bay, and is one of the world's best natural harbor.

DIRECTIONS TO NAVAL MEDICAL CENTER, PORTSMOUTH

(Also abbreviated as **NMCP**):

From I-64, Norfolk, Virginia Beach

-Take I-64 East to I-264 West (Portsmouth, Downtown Norfolk)

-Take I-264 West through the Downtown Tunnel: first exit after tunnel is marked "Naval Hospital"

-Take the Naval Hospital exit which will put you on Crawford Parkway.

Continue on Crawford Parkway through Downtown Portsmouth and along the water. At the intersection of Crawford and Effingham Street, take a right on Effingham.

-Effingham Street leads directly into the main gate of the Medical Center.

CHECKING IN:

Whether you report during or after normal working hours, you will report to the OOD's desk in BLDG 2. To get to Bldg 2, park in the parking garage (directly to your left after you enter the main gate), and enter the hospital via the covered walkway on the second level. This entrance will have you entering the building on the second floor; once inside, go directly to your right and the OOD desk will be at the top of the spiral staircase. Once you have checked in with the OOD, report to the Personnel Management Department and PSD.

UNIFORM OF THE DAY:

	Officers/Chiefs:	E1-E6:
Summer:	**Summer White/ Khaki**	**Summer White**
Winter:	**Service Dress Blue/ Working Blue/Khaki**	**Working Blue**

Winter and summer uniform periods are prescribed by SOPA Hampton Roads. Generally, summer uniforms are worn from late April to early October, and winter uniforms from late October to early April. If you are reporting during one of the transitional periods, call the Quarterdeck at (757)953-5008/9, to find out the specific day of the uniform change.

PERSONNEL MANAGEMENT DEPARTMENT: BLDG 272, NMCP

Customer Service Hours:

Monday-Friday	0730-1600
Department Head	953-5621
Military Personnel Division	953-5621
Sponsor Program	953-5615
Transfers/Check-In	953-5615
Leave Control Desk	953-5621

Plans Operations and Medical Intelligence (POMI)

Division Officer	953-7700

All reporting personnel need to report to the Personnel Management Department after checking in with the OOD.

PERSONNEL SUPPORT ACTIVITY DETACHMENT, PORTSMOUTH (PSD) BLDG 272, NMCP

Customer Service Hours:

Monday-Friday	0700-1600
Officer in Charge	953-5635
LCPO	953-5634
Duty Phone	953-7883
FAX	953-5632
ID Cards	953-7874/65
Disbursing	953-5251
Travel Section	953-2070/69
Transportation	953-7996
Enlisted Personnel	953-5627/26
Officers	953-7862
Transient Personnel	953-7856

SECURITY BLDG 107, NMCP

Vehicle decals

All personnel assigned to Naval Medical Center, Portsmouth must display a DOD decal from this command. To get a DOD decal, you must have your driver’s license, vehicle registration, proof of insurance, and current

State inspection.

If your car is registered in a state that does not require an inspection, you are still required to get a Virginia State Inspection sticker. Most garages in the area do State Inspections for a small charge. DOD decals are available in the Pass and ID Office, located on the ground floor of the parking garage.

Parking

Parking for staff members is concentrated in three major areas. Most staff members are expected to park in the parking garage. The ground, first, and second levels of the garage are reserved for patients and visitors only. Staff vehicles found in patient areas will be booted or towed.

Limited staff parking is also available next to the pool and the gym.

CHAPLAIN/PASTORAL CARE DEPARTMENT
2ND FLOOR, BLDG 215, NMCP

Phone	953-5550
Emergency Pager	682-1141

Services:

Catholic Mass
Mon-Fri 1130
Bldg 2 Meditation Chapel
Sunday 1000
Bldg 215 Chapel

Protestant Worship
Sunday 1130
Bldg 215 Chapel

CREDIT UNION/ATM
NAVY FEDERAL CREDIT UNION
BLDG 272, NMCP

Phone	397-1123
Hours of Operation	Monday-Friday 0830-1600

The Credit Union provides the following services: savings, loans, checking, notary, financial counseling, Christmas clubs, and vacation clubs.

Automatic Teller Machine
Located in BLDG 215, 1st floor

TEMPORARY LODGING

TEMPORARY LODGING EXPENSE
(SEE MILPERSMAN 2640400)

Temporary Lodging Expense (TLE) may be paid in the Continental United States (CONUS) under Joint Federal Travel Regulations (JFTR). A maximum entitlement of 4 days TLE is authorized incident to a PCS between two permanent duty stations in CONUS.

You and your family qualify for TLE if you stay in temporary lodging upon your arrival here. As soon as you check in with PSD, ask about TLE.

TEMPORARY LODGING IN THE AREA

Within a one-mile radius of NMCP

Holiday Inn Portsmouth	(757) 393-2573
Best Western	(757) 397-5806
Harbor Tower Apartments	(757) 393-1600
Olde Towne Inn (Bed and Breakfast)	(757) 397-5462
Days Inn	(757) 399-4414
Comfort Inn	(757) 397-7788

Within a five-mile radius of NMCP

Norfolk Waterside Marriott	(757) 627-4200
Sheraton Norfolk Waterside	(757) 622-6664
Super 8 Motel	(757) 398-0612

Navy Lodge

Navy Lodge

NAVSTA Norfolk	(757) 489-2656
NAB Little Creek	(757) 464-6215

BEQs, BOQs

Norfolk Naval Shipyard
(Closest to NMCP)

BEQ Reservations	(757) 396-4562
BOQ Reservations	(757) 398-8500

Naval Station Norfolk

BEQ Reservations	(757) 444-0171
BOQ Reservations	(757) 444-4151

NAB Little Creek

BEQ Reservations	(757) 462-7522
BOQ Reservations	(757) 462-7523

NAS Oceana

BEQ and BOQ Reservations
(757) 433-2574

FTC Dam Neck

BEQ and BOQ Reservations
(757) 491-0602

Most of the popular hotel chains are represented in the area. Check the 1-800 nationwide reservation listing for your favorite hotel, found in the yellow pages.

RESTAURANTS

Taco Bell, Pizza Hut, Subway
2ND Floor, BLDG 215
Open for breakfast, lunch, and dinner seven days a week

The Dancing Goat
2ND Floor, BLDG 215
Open Monday-Friday for breakfast and lunch

Market Street Grill
BLDG 256
Open Monday-Friday 0700-2100

The SandBar
Bldg 256
Open Monday-Friday 0700-2300

GETTING SETTLED:
YOUR MILITARY SUPPORT SYSTEM IN HAMPTON ROADS

Hampton Roads supports one of the largest military communities in the world. Over 420,000 people in Hampton Roads are active duty military, military family members, or military retirees. As a result, you'll find that both the military and civilian communities are ready to welcome you and your family.

NAVY HOUSING REFERRAL OFFICE
BLDG 273, NMCP

Phone	953-5404
Hours of Operation	Mon-Fri 0800-1600 After 1200 by Appt.

Hampton Roads covers a very large area and is home to many diverse neighborhoods. There are many popular neighborhoods in Norfolk, Chesapeake, and Virginia Beach, but you should be aware that from these areas, Portsmouth is accessible only by tunnels, which back up during rush hours. The neighborhood you fall in love with may only be a 30-minute drive from the command at 1100, but during rush hour you may find one-way commuting takes over an hour.

The Housing Referral Office should be one of your first stops upon checking into the Command, and your starting point while on house-hunting leave. Housing Referral staff can locate the ideal neighborhood for you, based on your requirements for cost, location, and schools.

HUMAN RESOURCES OFFICE
BLDG 123A

Phone	953-5771
Job Information Line	396-7800
OPM	441-3355

The Human Resource Office provides information on civil service job openings in the area. Due to government downsizing, usually only personnel already in the civil service system are eligible for job openings. Priority is given to spouses who had to leave a previous civil service position to relocate with an active duty spouse.

AMERICAN RED CROSS, PORTSMOUTH STATION
BLDG 249, NMCP

Phone	953-5435
After Hours	1-877-272-7337 (Toll Free)
Hours of Operation	Monday - Friday 0800-1630

The American Red Cross provides emergency communications and volunteer services for the hospital.

NAVY-MARINE CORPS RELIEF SOCIETY, PORTSMOUTH OFFICE
BLDG 249,NMCP

Phone 953-5956

Hours of Operation

Mon,Tues,Thurs,& Friday 0900-1300

The Navy-Marine Corps Relief Society provides millions of dollars in loans and grants each year to Sailors, Marines and their families to help them through emergencies. The Society also offers financial counseling for personnel looking to set up a budget.

Each first Tuesday of the month, the Society holds a Budgeting for Baby Class for Navy, and Marine Corps families expecting their first child. The class provides financial counseling, information on community resources and “Baby’s First Seabag,” a layette with baby clothes and accessories.

NAVY FAMILY SERVICE CENTER
7928 14TH STREET, NORFOLK VA

Phone	444-2102
24-Hour Information	444-6289
	1-800-372-5463
Hours of Operation	Monday-Friday
	0800-1630

The Family Service Center, which provides resources for Navy families during each stage of their tour in Hampton Roads, is a terrific resource for newly arriving families.

If you arrive ahead of your household goods shipment, the Family Service Center offers lending packages which can include dishes, bedding, cribs, and other items you may need until your shipment arrives.

The Family Service Center also offers the Spouse Employment Assistance Program, which provides assistance with resume writing, access to a local database of job listings, and interview counseling.

NAVY EXCHANGES

Naval Medical Center Portsmouth

BLDG 215		953-5858
Retail Store	Mon-Fri	0800-1600
Barber Shop	Mon-Fri	0700-1600
Bldg 256		953-5857
Retail Store	Mon-Fri	0900-1700
	Saturday	1000-1400
Barber Shop	Mon-Fri	0900-1800
	Saturday	1000-1400
Game Room	Mon-Thurs	1000-2200
	Friday	1000-2130

Norfolk Naval Shipyard, Portsmouth
(Closest to NMCP)

Phone	397-7068	
	Monday	1000-1700
	Tues, Wed, Fri	1000-1800
	Thursday	1000-1900
	Saturday	0900-1800
	Sunday	1000-1700

Naval Base Norfolk

Phone		444-2000
	Mon-Sat	0900-2100
	Sunday	0900-1900

Naval Amphibious Base, Little Creek

Phone		363-3239
	Mon-Sat	0900-2000
	Sunday	0900-1800

Naval Air Station, Oceana

Phone		425-4200
	Mon-Sat	0900-2100
	Sunday	0900-1800

COMMISSARIES

Norfolk Naval Shipyard (closest to NMCP)

Phone		393-1776
	Monday	CLOSED
	Tues, Wed, Fri	0900-1800
	Thursday	0900-1900
	Saturday	0800-1700
	Sunday	1000-1700

Naval Base Norfolk

Phone		423-3188
	Monday	CLOSED
	T,W,Fri,Sat	0900-1900
	Thursday	0900-2000
	Sunday	0900-1800

Naval Amphibious Base Little Creek

Phone		464-4562
	Mon-Fri	0900-1900
	Saturday	0900-1800
	Sunday	0900-1700

Naval Air Station Ocean

Phone		428-6401
	Mon-Fri	0900-2100
	Saturday	0800-2000
	Sunday	0900-1800

MORALE WELFARE AND RECREATION OFFICE, NMCP

Gymnasium

	Bldg 276	953-7024/25
	Open 7 days a week, hours vary by season Nautilus, free weights, racquetball, aerobics, basketball	

Indoor Pool	Bldg 252	953-5946
	Monday-Friday	1000-1945
	Saturday/Sunday	1200-1745

Sand Bar

	Bldg 256	953-5017
	Monday-Friday	0700-2300

Boat, Camper Recreational Equipment Rental

	Bldg 276	953-5855

CI Travel

	Bldg 215	398-0640
	Monday-Friday	0800-1600

ITT

	Bldg 215	398-5439
	Monday-Friday	0800-1600

CHILD CARE

Military Child Care Centers

Naval Station Norfolk 444-3379/3239

Naval Amphibious Base Little Creek
464-7868

Scott Center Annex, Portsmouth
(Closest to NMCP)
396-5863

Naval Air Station Oceana
433-3164

Military ChildCare Centers are certified by the Department of Defense and regulated by the respective branch of the military operating the facility. These centers accept children from infancy to kindergarten ages and include developmental programs. The National Academy of Early Childhood Programs may also accredit them.

Before and after school care is provided by many schools and organizations. Youth programs are available at **NAS Oceana (757) 433-3976** and **NAB Little Creek (757) 462-8718.**

FAMILY HOME CARE

Because the waiting list for the military centers may be long, you may want to consider family home care. In military housing areas, family home care is monitored and regulated by the military. Residents of military housing who want to provide child care in their own homes on a regular or full-time basis must pass a background investigation and have fire, safety and health inspections. To find out more, contact the military family housing complex nearest you.

Family home care in civilian housing is another option for working parents. State licensed day care providers are regulated by the Regional Office, State Department of Social Services.

For a list of local home care providers licensed by the Commonwealth of Virginia, call Planning Council/Child Care Assurance Plan/Child Care Answer Line at (757) 627-3993.

RECOMMENDATIONS FROM WORKING PARENTS

The following list was assembled by working parents in the area. The Navy does not, however, officially endorse these organizations; nor does the Navy take any responsibility for the care provided.

All of these organizations are state licensed, offer year-round programs, have a good child to teacher ratio, and generally can provide transportation to and from school. Hours, except where specified, are 0600 to 1830.

Children’s World of Learning Centers

Chesapeake	482-7880	
Portsmouth	484-1965	
Virginia Beach	497-8314	(Several Locations)

Offers a lower rate with more than one child enrolled
“Free-day” to test compatibility
Toddlers to 12 years
Lunch and snack provided
Hours vary by location

Kindercare Learning Centers

Chesapeake	436-4747	
Portsmouth	484-9377	
Virginia Beach	481-6048	(Several Locations)

Offers a lower rate with more than one child enrolled
6wks to 12 yrs
Lunch and snacks provided

La Petite Academy

Chesapeake	465-3895	(Several Locations)
Portsmouth	483-4235	
Virginia Beach	471-6104	(Several Locations)

Offers a lower rate with more than one child enrolled
Ages vary with locations
Lunch and snacks provided
0600-1800

YMCA

Chesapeake	547-9622
Portsmouth	483-9622
Virginia Beach	422-3805
Suffolk	934-9622

Rates vary with membership
Limited space available: must enroll child as soon as possible
Hours subject to Y’s schedule

HEALTH CARE/FAMILY PRACTICE (FORMERLY MILITARY SICK CALL)

TRICARE

Appointments/Enrollment
1-800-931-9501

TRICARE is the Department of Defense family health care program. TRICARE offers three options: Standard, which is standard CHAMPUS, Extra, which provides a network of providers and offers a lower cost share than standard CHAMPUS; and Prime, which is an enrollment option, similar to a civilian Health Maintenance Organization (HMO).

If you are enrolled in TRICARE Prime at your detaching command you are automatically disenrolled upon your sponsor’s detachment. While en route to your next command your family is still covered by CHAMPUS, but you do not have the benefits specific to Prime enrollment until your sponsor checks into the new command, and you enroll in Prime at that location.

All appointments, for both active duty members and family members are made by calling 1-800-931-9501

SCHOOL PHYSICALS

School physicals are required by local school systems for children wishing to participate in organized school athletics, and for all children coming from overseas. Call 1-800-931-9501 to make an appointment.

FAMILY PRACTICE
(FORMERLY MILITARY SICK CALL)
BLDG 2 SECOND FLOOR

Phone	953-2411/12
Appointments	1-800-931-9501

Hours of operation

Monday-Friday	0700-1600
Saturday	0800-1030

Provides primary care services for active duty staff members and their family members. All active duty medical records should be kept in the Medical Records Department to ensure proper maintenance.

MILITARY DENTAL SICKCALL
BLDG 2 SECOND FLOOR

Phone	953-2712

General Appointments	Mon-Fri 0730-1600
Sickcall	Mon-Fri 0730-0900

After hour emergencies report directly to the Emergency Room in Bldg 2.